CCC Technologies, Inc.
"The Convergence Company"

Avaya one-X™ Deskphone Value Edition
1616 IP Telephone
End User Guide

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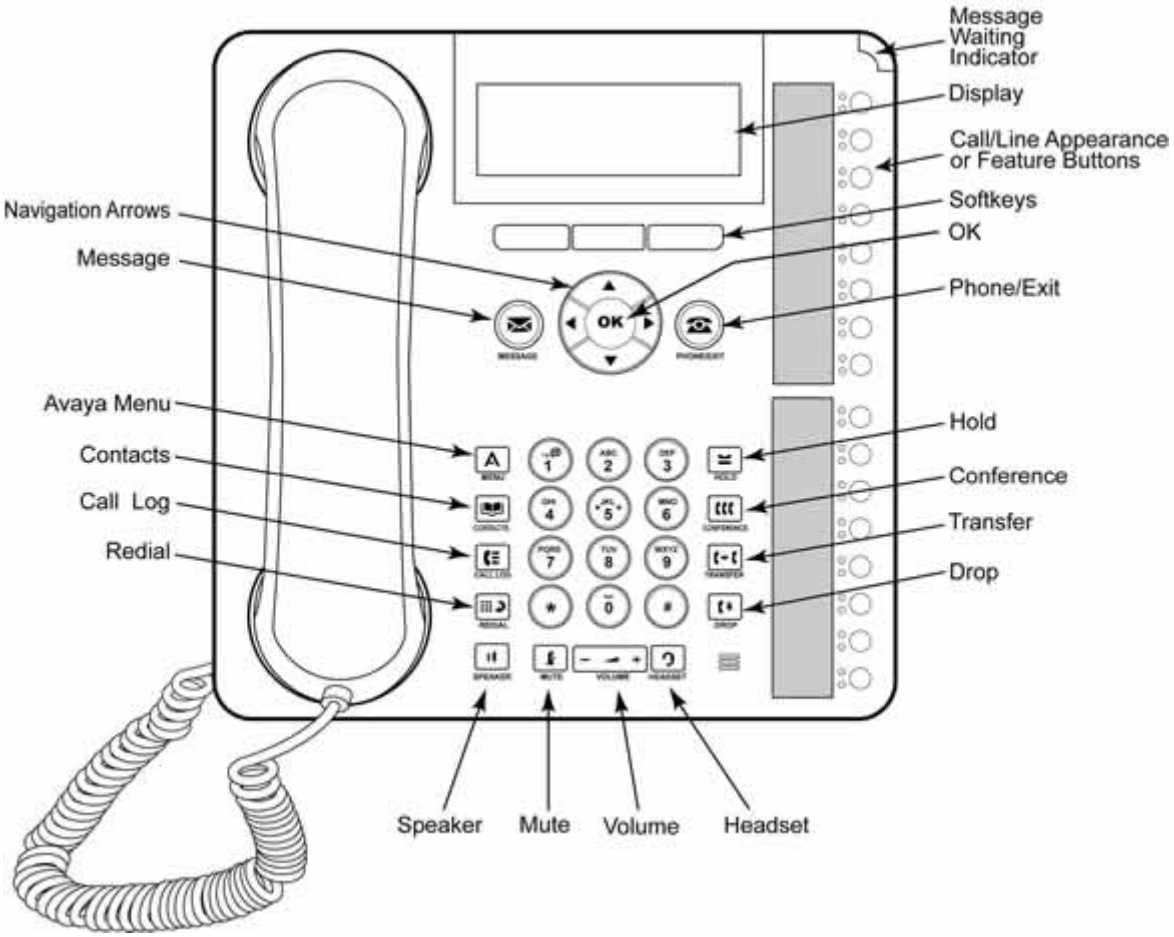
About Your Telephone

The 1616 IP telephone is a multiline IP telephone for use with Avaya Communication Manager or Avaya Distributed Office call processing systems. The 1616 IP telephone puts convenient features and capabilities at your fingertips, including a Phone screen to view and manage your calls, a Contacts list, a Call Log, a menu of options and settings to customize your phone, and access to your voice mail.

Not all functions and features described in this user guide may be available on your telephone. If you find that a function or feature is not available, contact your system administrator.



1616 IP Telephone Button/Feature Descriptions

Name	Description
Message Waiting Indicator	An illuminated red light in the upper-right corner of your phone indicates you have voicemail messages waiting. If Visual Alerting is enabled, this light flashes when you receive an incoming call.
Phone Display	There are three lines in the phone display. When the phone is idle, the top line shows the missed call icon with the number of calls missed and either the call forwarding icon, the Send All Calls icon, or the EC500 icon when one of those features is enabled. The top line also shows the primary extension and the time and date. System messages are also displayed on the top line. The middle displays application-specific information. The bottom line displays the softkey labels.
Softkeys	Press the softkeys to select the softkey labels. The softkey labels show you the action that each softkey produces. The labels and the actions vary depending on the object that is selected.
Message	Press the **Message** button to connect directly to your voicemail system.
Navigation Arrows	Press the up and down navigation arrows to scroll through lists. Press the right and left navigation arrows to navigate between different views of an application, to move the cursor during text input, or to turn an option on or off.
OK	Press the **OK** button for a shortcut to an action. For example, when you select a call log entry, pressing the **OK** button dials the number.

Phone/Exit	Press the **Phone/Exit** button to view and manage your calls. For example, if you are viewing a menu, pressing the **Phone/Exit** button switches the phone display back to the call view.
Avaya Menu	Press the **A** button to access the Avaya menu. The Avaya menu provides options that allow you to customize phone settings, configure call logging, select the display language, view network information, and log out.
Contacts	Press the **Contacts** button to view the entries in your contact list.
Call Log	Press the **Call Log** button to view a list of your outgoing, incoming, and missed calls. The icon on the Call Log button is illuminated when you have missed calls.
Redial	Press **Redial** to either dial the last number you dialed or display the redial list from which you can select a number to redial.
Hold	Press **Hold** to put the active call on hold.
Conference	Press **Conference** to add another party to an existing call.
Transfer	Press **Transfer** to transfer a call to another number.
Drop	Press **Drop** to drop the active call. While on a conference call, press **Drop** to drop the last person added to the conference call.
Volume	Press + or - on the **Volume** button while active on the handset, headset, or speaker to adjust the volume. To adjust the volume of the ringer, press + or - on the **Volume** button while the handset, headset, and speaker are inactive.
Headset	Press the **Headset** button to use the headset if it is connected. Only HIS headset cords are compatible with your phone.
Mute	Press **Mute** to mute a call in progress. To take a call off mute, press **Mute** again.
Speaker	Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.
Call/Line Appearance Buttons and Feature Buttons	There are 16 buttons that can be programmed by the system administrator as either call/line appearance buttons or feature buttons. Press a call/line appearance button to make or answer a call or resume a call on hold. Press a labeled feature button to enable or disable that feature. The feature buttons provide access to the Avaya call management system features that have been administered for your extension. The green LED next to each feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The feature buttons provide the same features that are available in the features menu.

About LEDs

Each call/line appearance button and feature button has two LEDs, one green and one red, to indicate the status of the call/line appearance or feature. The status is identified by whether the LED is turned on, off, or blinking as described in the following tables.

Table 1. Call/Line Appearance Button LEDs

LED	Description
Steady green	Call/line appearance is active.
Slow blinking green	Call/line appearance is ringing.
Fast blinking green	Call/line appearance is on hold.
Very fast blinking green	Conference or Transfer is pending.
Steady red	Call/line appearance is selected and will be used when you go off-hook. It remains steady red while you use the call/line appearance.
Off	Call/line appearance is available.

Table 2. Feature Button LEDs

LED	Description
Steady green	Feature is active
Blinking green	Feature is pending (request is being processed and not immediately available).

Off Feature is not active.

Note: Depending on your call processing system, the feature button LEDs for some features may operate differently.

About Icons

Icons are provided in the phone display to indicate the state of a call and navigation choices. The icons that appear in the phone display are described in the following table.

Table 3. Icons in the Telephone Display

Icon	Description
	Call forward, Send All Calls, or EC500 is active. (These features are available if they have been administered for your telephone.)
	Incoming call is ringing.
	Call is active
	Call is on hold.
	Call is on soft hold (when using Conference or Transfer feature).
	Conference is active.
	Conference is on hold.
	Scroll up or down for other options.

About Scrolling and Navigation

To navigate through the options and features on your telephone display, use the navigation arrows to scroll and the **OK** button to select lines or options.

A navigation icon appears in the phone display to indicate that you can scroll to more options or information. Use the up and down navigation arrows to scroll up or down through lists. Use the right and left navigation arrows to go to other screens or to move the cursor right or left when entering text. When you scroll to a line on the display, that line is selected.

The softkey labels will change according to the options available for the selected line. The **OK** button is a shortcut for the default action. For example, when you select an entry in your contacts list, pressing the **OK** button places a call to that person.

About Paper Labels

Next to each call/line appearance button and feature button is a paper label. The label identifies the call/line appearance number or the feature that has been programmed on the button by your system administrator. You can remove the labels if you want to change a label or write on a blank one. Printed labels are also available for your telephone. See your system administrator for more information.

Advanced Telephone Features

Avaya call management systems provide many advanced telephone features such as Directory, Call Forwarding, and Abbreviated Dial buttons. These features are administered on the feature buttons on your telephone. The features are identified on the associated paper labels. The features that have been administered for your telephone are also listed in the Features Menu that you can access from the Phone display. For more information about the Features Menu, see **About the Features Menu**. The features that are available to you depend on what your administrator has assigned to your telephone. A few of the most commonly administered features are explained below. For more information about all the features that are available for your extension, contact your system administrator.

Avaya Menu

You can use the Avaya Menu to adjust and customize phone settings, configure call logging, select the display language, view network settings, and log out.

The Avaya Menu has six sub-menus:

- **Screen/Sound —** lets you adjust the display brightness and contrast, select your ringing pattern, turn button click sounds on and off, and turn error tones on and off.
- **Call Settings** — lets you turn the call timer display, visual alerting, and show incoming calls on or off; set the redial option; and set the audio path to speakerphone or headset.
- **Applications** — lets you turn call logging on and off as well as turn logging of bridged calls, line calls, and line calls answered by others on and off.
- **Advanced Options** — lets you select the display language; set automatic gain control on the handset, headset, and speaker; or initiate a manual backup/restore if you have a backup/restore file server. See your system administrator for more information.
- **Network Information** — shows a summary of network-related parameters for your phone, such as IP parameters and Quality of Service.
- **Log Out** — lets you log out of your telephone to prevent unauthorized use during your absence.

Note: The sub-menus that appear depend on how your extension was administered. Some submenus may not be available.

Conventions

Conventions Used in the Procedure Descriptions

Feature and **Feature xxxxx**	Each of these represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as **xxxxx**) or a person's name.
LWC CnLWC AutCB Timer	Information that is offset represents the display screen. The second line appearing on the display will most likely list the features you can access with the softkeys.
{handset tones}	The tone that appears in curly quotes after a step, such as {dial tone}, indicates what you should hear from your handset (or speakerphone) after successfully performing that step.

Special Instructions

Use the following special instructions for operating your telephone.

- The first time you use these procedures, you will need to customize them for yourself by obtaining the relevant information from your system manager.
- To operate a feature, you must have the handset off-hook or the speaker or speakerphone on unless otherwise noted.
- If you receive an**intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and return to Step 1.

Feature Finder

Answer a Call
Provides the procedures for answering a call. When you receive an incoming call, the green LED associated with the call will flash. The incoming call is usually selected automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

Make a Call
Provides procedures for making a call.

Hold
Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your telephone to perform another task. Use when you have a call you do not wish to drop, but which you have to interrupt briefly to do something else.

Transfer
Transfers a call from your telephone to another extension or outside number. Use when your caller needs to speak further with someone else.

Bridged Calls
Your phone may show a bridged call appearance on the display screen in addition to your own call appearances. A bridged call appearance typically belongs to someone else, but bridging allows you to see if that call appearance is in use, answer calls on that call appearance, or join a call in progress on that call appearance from your telephone. You can also make outgoing calls on a bridged call appearance when it is not in use. The ringing bridged call appearance may be selected automatically if there are no other active calls. If the ringing appearance is displayed, you can answer by picking up the handset or by pressing the

Speaker button. If you are on another call when a call comes in to a bridged call appearance, you may have to select the ringing call appearance button (just like for an incoming call to a primary line).

Conference
Permits you to establish a conference call to speak with up to five people in different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Call Forwarding All Calls
Allows you to forward your incoming calls to another number. You must enter the telephone number where the calls will be forwarded each time you use this feature. You can forward calls only to internal numbers.

Send All Calls
Allows you to send all of your incoming calls directly to a predefined coverage number, typically your voice mail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.

Directory
Allows you to dial other users in your system by name.

Contacts
Permits you to use your contact list as an address book. You can save up to 100 names and telephone numbers.

Call Log
Lets you view a list of your recent calls or to view separate lists of your outgoing, answered, or missed calls. See the procedures for **turning call logging on or off** for information about logging bridged call appearances, line call appearances, and line calls that are answered by others.

Telephone Settings
Allows you to configure various settings to utilize advanced featuers of your telephone.

Log In/Out Telephone
Permits you to log in and out of your telephone, and maintain your contacts and personal options if you share a telephone with other users, or if you want to use the same extension from another phone. Logging out also prevents unauthorized use of your telephone during an absence. Call log information is lost after you log out.

Message
Use the **Message** button to connect directly to your voice mail system. A red light on the upper right-hand corner of your telephone indicates when you have messages waiting. Your messages are an administered function. Contact your system administrator with any questions.

Mute
For turning off (and then back on again) the microphone so the other person on the call cannot hear you. If a call is on mute and you switch between the handset, headset, or speakerphone, the mute will be turned off. When the Mute button light is on, the call is muted.

Redial
Permits you to redial a recently dialed number.

Simultaneous Ringing
Allows you to have incoming calls ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

Answer a Call

To answer an incoming call:

1. **If you are on another call**, press the call/line appearance button whose green LED flashes for the incoming call, *or* press the **Answer** softkey if one appears.
   If you are <u>not</u> on another call, either:
   lift the handset,
   or press the call/line appearance button whose green LED flashes for the incoming call,
   or press the **Answer** softkey if one appears,
   or press the **Speaker** button to answer using the speakerphone,
   or, press the **ON** button if you are using a wireless headset,
   or press the **Headset** button to answer using a wired headset.
   - You are connected to the caller.

To answer an incoming call while you are on another call:

1. Press **Hold** to put your active call on hold, then press the call/line appearance button whose green LED is flashing for the incoming call.
   - You are connected to the incoming caller.

Note: To automatically display the Phone screen whenever you receive an incoming call, set the Go to Phone Screen on Ringing option to Yes.
Note: If the Auto Hold feature is enabled by your system administrator, you can answer another call without first putting an active call on hold. If Auto Hold is not enabled, you must put your active call on hold before answering the incoming call; otherwise, you will drop the active call when you answer the other one.

To send an incoming call directly to voice mail:
Note: In order to use this procedure, your voice mail must be administered as the first entry in your coverage path. See your system administrator for more information.

1. Press the **To Vmail** softkey.
   - The incoming call goes directly to voice mail.

To ignore an incoming call:

1. Press the **Ignore** softkey.
   - The ringer stops signaling the incoming call.

Make a Call

To make a call:

1. If you are not on a call, simply dial the number you want to call.
   or, Lift the handset, press the **Speaker** button, press the **Headset** button, press an available line button, or press the **OK** button if an idle call/line appearance is available, then dial the number you want to call.
   - The call is placed.

To call a person from the contacts list:

1. Press the **Contacts** button.
2. Scroll up or down to select the person or number you want to call.
3. Press the **OK** button or the **Call** softkey.
   - The call is placed.

To redial a number:

1. From the Phone screen, press the **Redial** button.

Note: The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.

2. If you see a list of numbers, select the number you want to redial.
3. Press the **OK** button or the **Call** softkey.

To call a person from the call log:

1. Press the **Call Log** button.
2. If necessary, scroll to the left or right to view a separate list of all, missed, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the **OK** button or the **Call** softkey.
    - The call is placed.

Hold

To put a call on hold:

1. Press **Hold**.
    - Your active call is put on hold.
    - The LED next to the call/line appearance fast blinks green.

To retrieve a call on hold:

1. **If there is more than one call on hold**, press the call/line appearance button or scroll to the call and press the **Resume** softkey or the **OK** button.
   If there is only one call on hold, press the **Hold** button, *or* press the call/line appearance button, *or* press the **Resume** softkey, *or* press the **OK** button.
    - The call is retrieved.

Transfer

To transfer a call:

1. **If the call you want to transfer is not your active call**, press the call/line appearance button for the call you want to transfer.
   If the call you want to transfer is on hold, press the call/line appearance button for the call on hold that you want to transfer.
2. Press **Transfer**.
    - The green LED next to the call/line appearance button fast blinks.
3. Dial the telephone number, or call the person from the contacts list, or call the person from the call log.
4. Press **Transfer** again or the **Complete** softkey.
    - The transfer is completed.

Bridged Calls

To answer a call on a bridged call appearance:

Note: The ringing bridged call appearance may be selected automatically if there are no other active calls. If the ringing appearance is displayed, you can answer by picking up the handset or by pressing the **Speaker** button. If you are on another call when a call comes in to a bridged call appearance, you may have to select the ringing call appearance button (just like for an incoming call to a primary line).

1. Press the call/line appearance button associated with the bridged call appearance.
    - You are connected to the caller.

To make an outgoing call on a bridged call appearance:

Note: When you make a call on a bridged call appearance, you are using another person's call appearance. The caller ID may show the call as coming from you or coming from the person whose call appearance you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

1. Press the call/line appearance button associated with the bridged call appearance.
2. Dial the telephone number or call the person from the contacts list, or call the person from the call log.

To join a call on a bridged call appearance:

1. Scroll to the call in progress that you want to join.

2. Press the call/line appearance button for the bridged call appearance, or press the **Bridge** softkey.
    - You are connected to the call.

Conference

To make a conference call:

1. While active on a call, press the **Conference** button.
    - The green LED next to the call/line appearance button fast blinks.
2. Dial the telephone number, *or* call the person from the contacts list, *or* call the person from the call log.
3. Press the **Conference** button or the **Join** softkey.
    - The person is added to the existing call.

To add a person on hold to a conference call:

1. From the Phone screen, select your active conference call.
2. Press the **Conference** button.
    - The active conference call is put on soft hold.
3. Press the call/line appearance button for the call on hold.
   or, Scroll to the call on hold, and press the **Resume** softkey.
   Note: Be sure not to choose the call/line appearance button for the call that is on soft hold.
4. Press the **Join** softkey or the **Conference** button.
    - The person is added to the conference call.

To drop the last person added to a conference call:

1. While active on the conference call, press the **Drop** button.
    - The last person added to the conference call is dropped.

To drop a person on a conference call:

1. From the Phone screen select the **Details** softkey (if available) during a conference call, scroll to the person you want to drop and press the **Drop** button.
    - The selected person on the conference call is dropped.

To put a conference call on hold:

1. Press the **Hold** button during a conference call.
    - The conference call is placed on hold.
    - The green LED next to the call/line appearance button blinks.
    - The other parties can still talk to each other.

To retrieve a conference call on hold:

1. Press the **Resume** softkey.
   or, If there is only one conference call, press the **Hold** button.
    - You are reconnected to the conference call.

To silence a person on a conference call:

1. During the conference call, from the Phone screen, select the **Details** softkey (if available).
2. Scroll to the person you want to silence.
3. Press the **Silence** softkey.
    - The selected person is silenced.

   Note: Only people calling from external numbers can be silenced on a conference call.

To view conference details:

1. During the conference call, from the Phone screen, press the **Details** softkey (if available).
2. Scroll to view the participants on the call.
3. To exit conference details, press the **Exit** softkey.

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Call Forwarding All Calls

To forward all your calls:

1. Press the **CFrwd** feature button.

   {dial tone}

2. Dial the number to which you want to forward your calls.

   {confirmation tone}

   - The forwarding icon appears on the top line of your phone display.
   - The green LED next to the feature button turns on.

To turn call forwarding off:

1. Press the **CFrwd** feature button.
   - Call forwarding is cancelled.
   - The forwarding icon no longer appears on the top line of your phone display.
   - The green LED next to the feature button turns off.
   - If you use a Feature Access Code to enable call forwarding, the forwarding icon does not appear in the phone display.

Send All Calls

To send all your calls to coverage:

1. Press the **SAC** feature button.
   - All calls are sent to coverage.
   - The forwarding icon appears on the top line of your phone display.
   - The green LED next to the feature button turns on.

To cancel Send All Calls:

1. Press the **SAC** feature button.
   - Send all Calls is cancelled.
   - The forwarding icon no longer appears on the top line of your phone display.
   - The green LED next to the feature button turns off.
   - If you use a Feature Access Code to enable Send All Calls, the forwarding icon does not appear in the phone display.

Directory

To call a person from the corporate directory:

1. Press the **Directory** feature button.
2. Use the dialpad keys to start spelling the last name of the person you want to call.
   Note: Press each dialpad key one time for each corresponding letter. For example, for "Hill," press 4, 4, 5, 5.
3. If necessary, press the **Next** feature button to view the next name alphabetically in the directory.
4. When you see the name you want, press the **Make Call** feature button.
   - The outgoing call is placed.
5. To exit the Directory, press the **Phone/Exit** button or the **Exit** softkey.

Contacts

To add a new contact:

1. If this is not the first contact being added to the contacts list, press the **Contacts** button.
2. Press the **More** softkey.
   Note: If the **More** softkey is not displayed and this is not your first contact, press the **Contacts** button again.
3. Press the **New** softkey.
   - The display prompts for the new name.
4. Enter the name using the dialpad.
   Note: Use the dialpad to enter characters. Repeatedly press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed. If the next character is on the same key, pause before entering the next character. To enter a space, press 0. Enter remaining letters or numbers. If you need to delete the last character, press the **Bksp** softkey. If you want to remove a letter, number, space, or symbol that is in the middle of the

text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.

5. Press the **OK** button or the **OK** softkey.
    - The display prompts for the telephone number.
6. Enter the telephone number.
   Note: Enter the telephone number as you would if you were dialing it directly.
7. Press the **Save** softkey or the **OK** button.
    - The new contact is added to the contacts list.

To add an entry from the call log to your contacts list:

1. Press the **Call Log** button.
2. Scroll to the number you want to add to your contacts list.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.
   Note: If your contacts list is full, the **+Contact** softkey is not displayed.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the **Save** softkey or the **OK** button.
    - The new entry is added to the call log.

To edit a contact:

1. Press the **Contacts** button.
2. Scroll to the contact you want to edit.
3. Press the **Details** softkey.
4. Press the **Edit** softkey.
    - The contacts record is displayed.
5. Scroll up or down to choose the field you want to edit.
6. Use the dialpad and softkeys to make changes to the contact information.
7. Press the **Save** softkey or the **OK** button.
    - Your changes are saved.

To delete a contact:

1. Press the **Contacts** button.
2. Scroll to the contact you want to delete.
3. Press the **More** softkey.
4. Press the **Delete** softkey.
    - The display prompts for confirmation.

   Note: If you want to cancel and exit this procedure, press the **Cancel** softkey.
5. Press the **Delete** softkey again.
    - The selected contact is deleted.

To call a person from the contacts list:

1. Press the **Contacts** button.
2. Scroll up or down to select the person or number you want to call.
3. Press the **OK** button or the **Call** softkey.
    - The call is placed.

To view contacts details:

1. Press the **Contacts** button.
2. Scroll to the contact you want to view.
   Note: Names are listed alphabetically by last name. To return to the top of the list, press the **Contacts** button again.
3. Press the **Details** softkey to see the contact name and number.
4. To return to the list of contacts, press the **Contacts** button.

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Call Log

To view call log details:

1. Press the **Call Log** button.
2. Scroll to the number you want to view.
3. Press the **Details** softkey to view the name, number, and call duration.
4. Scroll down to view the date and time of the call.
5. To return to the list view, press the **Back** softkey.

To call a person from the call log:

1. Press the **Call Log** button.
2. If necessary, scroll to the left or right to view a separate list of all, missed, answered, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Press the **OK** button or the **Call** softkey.
    - The call is placed.

To add an entry from the call log to your contacts list:

1. Press the **Call Log** button.
2. Scroll to the number you want to add to your contacts list.
3. Press the **Details** softkey.
4. Press the **+Contact** softkey.
   Note: If your contacts list is full, the **+Contact** softkey is not displayed.
5. To edit the name or number, scroll up or down and edit as appropriate.
6. Press the **Save** softkey or the **OK** button.
    - The new entry is added to the call log.

To clear all entries from the call log:

1. Press the **Call Log** button.
2. Select the list you want to delete.
   Note: Clearing all entries from a call log deletes all of the entries. For example, if you are viewing the Outgoing Calls list, only outgoing calls are deleted from the call log. However, if you are viewing the All Calls list, pressing the **DelAll** softkey deletes all calls from the call log.
3. Press the **More softkey**.
4. Press the **DelAll** softkey to delete all of the entries in the current list.
    - The display asks for confirmation.
5. Press the **DelAll** softkey again.
    - All entries in the currently displayed call log are deleted.

To remove an entry from the call log:

1. Press the **Call Log** button.
2. Select the number you want to delete.
3. Press the **More** softkey.
4. Press the **Delete** softkey.
    - The display asks for confirmation.
5. Press the **Delete** softkey again.
    - The call log entry is deleted.

To toggle call logging on or off:

Note: You can turn call logging on or off. In addition to logging your primary calls, if you have bridged call appearances or line call appearances, you can choose whether or not to include those calls in your call log. You can also choose whether or not you want to include line call appearances that are answered by others in your call log. For example, if Log Line Calls is turned on, but you do not want line calls that are answered by others to appear as missed calls in your call log, turn on Log Answered by Others. Configured in this way, the line calls that are answered by others will appear as answered calls in your call log. To include calls only on your primary lines in your call log, turn off Log Bridged Calls and Log Line Calls.

1. Press the **A** button.
2. Select **Applications**.
3. Press the **Select** softkey.
4. Select **Call Log**.

5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to toggle call logging on or off.
   Note: The call log must be turned on in order to log line calls or bridged calls. If the call log is turned off, no calls are logged even if Log Line Calls or Log Bridged Calls is turned on.
6. Press the **Back** softkey.
7. Select **Log Bridged Calls**, **Log Line Calls**, or **Log Answered by Others**.
   Note: Log Line Calls must be turned on in order for Log Answered by Others to operate.
8. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn call logging on or off.

Telephone Settings

To change the language:

1. Press the **A** button.
2. Scroll to **Advanced Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Language**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll up or down to select a display language.
   Note: Other languages may be available. Contact your system administrator.
7. Press the **Select** softkey or the **OK** button.
   - The display asks for confirmation.
8. Press the **OK** button.
   - The selected language is now active.
9. To exit this screen press the **Phone/Exit** button.

To set the audio path:

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Audio Path**.
5. Press the **Change** softkey or the **OK** button to toggle between **Headset** and **Speaker**.
   - If you selected Headset, then using the audio path will automatically go to the headset when you dial a call.
   - If you selected Speaker, then using the audio path will automatically go to the speakerphone when you dial a call.
6. To exit this screen press the **Phone/Exit** button.

To adjust the contrast of the display:

1. Press the **A** button.
2. Select **Screen/Sound Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Contrast**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll to the right or left to adjust the contrast.
7. To exit this screen press the **Phone/Exit** button.

To turn show incoming call on or off:

You can set your call settings to automatically display incoming calls. You can turn the Show Incoming Call option on or off.

1. Press the **A** button.
2. Scroll to Call Settings.
3. Press the **Select** softkey or the **OK** button.
4. Select Show Incoming Call.
5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn Show Incoming Call on or off.
6. To exit this screen press the **Phone/Exit** button.

To specify what number the redial feature will dial:

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.

4. Select **Redial**.
5. Press the **Change** softkey or the **OK** button to toggle between **One** and **List**.
    - If you selected One, then using the redial function will cause the phone to dial the last number you dialed.
    - If you selected List, then using the redial function will cause the phone to display a list of the last numbers you dialed and permit you to choose.
6. To exit this screen press the **Phone/Exit** button.

To change the ring pattern:

1. Press the **A** button.
2. Select **Screen/Sound Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Personalized Ringing**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll up or down to see a list of the available ring patterns.
7. Select a ring pattern to listen to it. If you want to hear it again, press the **Play** softkey.
8. Press the **Save** softkey.
    - Your new ring pattern is saved.
9. To exit this screen press the **Phone/Exit** button.

To adjust the brightness of the display:

1. Press the **A** button.
2. Select **Screen/Sound Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Brightness**.
5. Press the **Select** softkey or the **OK** button.
6. Scroll to the right or left to adjust the brightness.
7. To exit this screen press the **Phone/Exit** button.

To turn button click sounds on:

1. Press the **A** button.
2. Select **Screen/Sound Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Button Clicks**.
5. Press the **On** softkey, the **OK** button, or the right or left navigation arrow to turn the sounds on.
6. To exit this screen press the **Phone/Exit** button.

To turn button click sounds off:

1. Press the **A** button.
2. Select **Screen/Sound Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Button Clicks**.
5. Press the **Off** softkey, the **OK** button, or the right or left navigation arrow to turn the sounds off.
6. To exit this screen press the **Phone/Exit** button.

To turn error tones on:

1. Press the **A** button.
2. Select **Screen/Sound Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Error Tones**.
5. Press the **On** softkey, the **OK** button, or the right or left navigation arrow to turn error tones on.
6. To exit this screen press the **Phone/Exit** button.

To turn error tones off:

1. Press the **A** button.
2. Select **Screen/Sound Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Error Tones**.
5. Press the **Off** softkey, the **OK** button, or the right or left navigation arrow to turn error tones off.

6. To exit this screen press the **Phone/Exit** button.

To turn the call timer on:

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Call Timers**.
5. Press the **On** softkeys, the **OK** button, or the right or left navigation arrow to turn the call timer display on.
    - The call timer is turned on; the duration of calls will now be displayed on your screen.
6. To return to the phone screen, press the **Phone/Exit** button.

To turn the call timer off:

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Call Timers**.
5. Press the **Off** softkey, the **OK** button, or the right or left navigation arrow to turn the call timer display off.
    - The call timer is turned off; the duration of calls will no longer be displayed on your screen.
6. To return to the phone screen, press the **Phone/Exit** button.

To turn visual alerting on:

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Visual Alerting**.
5. Press the **On** or **Off** softkeys, the **OK** button, or the right or left navigation arrow to turn visual alerting on.
    - Visual alerting is turned on.
    - Incoming calls will now cause the LED in the top right corner of the phone to flash.
6. To exit this screen press the **Phone/Exit** button.

To turn visual alerting off:

1. Press the **A** button.
2. Scroll to **Call Settings**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Visual Alerting**.
5. Press the **Off** softkey, the **OK** button, or the right or left navigation arrow to turn visual alerting off.
    - Visual alerting is turned off.
    - Incoming calls will no longer cause the LED in the top right corner of the phone to flash.
6. To exit this screen press the **Phone/Exit** button.

To turn automatic gain control on:

Note: Automatic Gain Control helps to maintain a constant audio level by automatically increasing or decreasing the gain depending upon the signal level. For high level signals, the gain is reduced and for low level signals, the gain is increased.

1. Press the **A** button.
2. Scroll to **Advanced Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Automatic Gain Control**.
5. Press the **Select** softkey or the **OK** button.
6. Select **Handset**, **Headset**, or **Speaker**.
7. Press the **On** softkey, the **OK** button, or the right or left navigation arrow to turn automatic gain control on.
    - Gain control is enabled.
8. To exit this screen press the **Phone/Exit** button.

To turn automatic gain control off:

1. Press the **A** button.
2. Scroll to **Advanced Options**.
3. Press the **Select** softkey or the **OK** button.
4. Select **Automatic Gain Control**.

5. Press the **Select** softkey or the **OK** button.
6. Select **Handset**, **Headset**, or **Speaker**.
7. Press the **Off** softkey, the **OK** button, or the right or left navigation arrow to turn automatic gain control off.
    - Gain control is disabled.
8. To exit this screen press the **Phone/Exit** button.

To access and use the Features Menu:

Note: The Features Menu provides access to the same advanced telephone features, such as Directory and Call Forwarding, that are programmed on your feature buttons. In addition to providing another way of accessing the features, you can use the Features Menu to confirm the features programmed on the feature buttons if, for example, a feature button label is missing or labeled incorrectly.

1. From the Phone screen, scroll right to access the Features Menu.
2. Scroll down to see the features that have been administered for your extension.
   Note: The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.
3. To exit the Features Menu, press the **Phone/Exit** button or the **Exit** softkey.

To view network information:

1. Press the **A** button.
2. Scroll to **Network Information**.
3. Select **Audio Parameters**, **IP Parameters**, **Quality of Service**, **Interfaces**, or **Miscellaneous**.
4. Press the **View** softkey or the **OK** button.
5. To exit this screen press the **Phone/Exit** button.

Log In/Out Telephone

To log in to your telephone:

1. From the initial screen that prompts you for your extension, enter your extension.
2. Press the **OK** button, the **OK** softkey, or the **#** button.
3. Enter your password.
4. Press the **OK** button, the **OK** softkey, or the **#** button.
    - You are logged into the telephone.

To log out of your telephone:

1. If you are on a call, first hang up.
2. Press the **A** button.
3. Scroll down to select **Log Out**.
4. Press the **OK** button or the **Select** softkey.
    - The display requests confirmation.
5. Press the **Select** softkey.
    - You are logged out of the telephone.

Message

To log into your voice mail:

1. Press the **Message** button.
2. Follow the voice prompts from your voice mail system.

Mute

To mute a call:

1. Press the **Mute** button.
    - The Mute button light turns on.
    - The other person cannot hear you.

To unmute a call:

1. Switch between the handset, headset, or speakerphone.
   or, Press the **Mute** button again.

- The Mute button light turns off.
- The call is unmuted and the other person can hear you again.

Redial

To redial a number:

1. From the Phone screen, press the **Redial** button.
   Note: The last number will be redialed or you will see a list of the most recent numbers that you have dialed, from which you can select one to redial.
2. If you see a list of numbers, select the number you want to redial.
3. Press the **OK** button or the **Call** softkey.

Simultaneous Ringing

To activate extension to cellular (EC500):

1. Press the **EC500** feature button.
   - The Extension to Cellular feature is activated.
   - The green LED next to the feature button turns on.

To deactivate extension to cellular (EC500):

1. Press the **EC500** feature button.
   - The Extension to Cellular feature is deactivated.
   - The green LED next to the feature button turns off.
   - If you use a Feature Access Code to enable EC500, the forwarding icon does not appear in the phone display.

Tones and Their Meanings

Ringing tones are produced by an incoming call. **Handset tones** are those which you hear through the handset.

Ringing Tones

- **1 ring** - A call from another extension.
- **2 rings** - A call from outside or from the attendant.
- **3 rings** - A priority call from another extension, or from an Automatic Callback call you placed.
- **ring-ping (half ring)** - A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Handset Tones

- **busy signal** - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
- **call waiting ringback tone** - A ringback tone with a lower-pitched signal at the end; indicates that the extension called is busy, but the called party has been given a call waiting tone.
- **call waiting tone** - One, two, or three beeps of high-pitched tone, not repeated; indicates an incoming call is waiting to be answered. Number of beeps designates the source: 1 for an internal call, 2 for an outside or attendant call, 3 for a priority call.
- **confirmation tone** - Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
- **coverage tone** - One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
- **dial tone** - A continuous tone; indicates dialing can begin.
- **intercept/time-out tone** - An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
- **recall dial tone** - Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
- **reorder tone** - A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
- **ringback tone** - A low-pitched tone repeated 15 times a minute; indicates the telephone dialed is being rung.

Troubleshooting

Problem	Solution
A feature does not work as noted in the book.	1. Reread the procedure and try again. 2. For many features you must lift the handset before you can use the feature. 3. Check with your system manager to be sure this feature is administered on your telephone.
The telephone does not ring.	1. Set the ringer volume to a higher level. 2. Place a test call from another extension to your extension. 3. If there is still a problem, see your system manager.

Glossary

activate
To begin or turn on the operation of a feature.

attendant
The person who handles incoming and outgoing calls at the main console.

AUDIX
Audio Information Exchange, an optional voice mail and message service that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

Call appearance button
A button used exclusively to place, receive, or hold calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

console permission
The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

coverage
Automatic redirection of calls from an unanswered phone to another phone. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or message center. A person who provides coverage is a covering user.

dial pad
The 12 pushbuttons that you use to dial a number and access features.

enhanced list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension
A dialing number of 1 to 5 digits assigned to each phone connected to your DEFINITY Communications System Generic 1 or Generic 3 switch.

feature
A special function or service, such as Conference, Hold, Send All Calls, etc.

feature code
A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

group list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset
The handheld part of the telephone that you pick up, talk into, and listen from. This is sometimes called the "receiver".

message retriever
A person authorized by the system manager to retrieve messages for other users.

off-hook
When the handset is removed from the cradle (for example, when you lift the handset to place or answer a call), or speaker is on.

on-hook
When the handset is left on the cradle, and speaker is off.

party
A person who places or answers a call.

personal list
One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains phone numbers of your choice, and stores each of them as a single-digit list item.

personal list item
One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group
A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

priority call
An important or urgent call that sends a special 3-burst ring.

program/reprogram
To use your dial pad to assign a phone number to a personal list item or an **AD xxxxx** button for Abbreviated Dialing.
retrieve
To collect phone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer
The device that produces the electronic ringing sound in your telephone.

stored number
A phone number that has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial phone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored; if the number is stored on an **AD xxxxx** button, the number can be accessed by simply pressing that button.

switch
The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or ECS (Enterprise Communications Server).

system list
One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

system manager
The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

trunk
A telecommunications channel between your switch and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same trunk group.

trunk code
A dial code of 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.